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FACSIMILE TRANSMISSION

DATE:

FAXED
November 6, 2001

TIME:

3:24 PM

TO: United States Patent and Trademark Office
Examiner William J. Dean, Jr.
Group Art Unit: 2642

PHONE: 703-306-5838
FAX: 703-872-9314

FROM: Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Priority Based Call Handling
Our Reference: DAVOX-159XX

Number of pages including cover sheet: 20

Original of this document to be mailed as well: ☐ YES ☒ NO

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276!
2161
778
PATENT
11-7-02
8hr**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on 10-2-02.

By 

Daniel J. Bourque, Esquire
Registration No. 35,457
Attorney for Applicant(s)

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OCT 18 2002

Technology Center 2600

PETITION TO WITHDRAW HOLDING OF ABANDONMENT**BASED ON FAILURE OF PATENT & TRADEMARK OFFICE TO RECEIVE RESPONSE**

Commissioner for Patents
Washington, D.C. 20231

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OCT 10 2002

GROUP 3600

Sir:

Applicant recently received a notice mailed August 26, 2002 stating that the above-identified application was abandoned for failure to timely file a proper reply to the Office Action mailed on July 3, 2001. The facts in the present matter are as follows:

1. The above-identified application was filed on December 2, 1998. On July 3, 2001, an office action was received rejecting claims 1-19.

2. On November 5, 2001, examiner William Deane, Jr.

conducted a telephonic examiner's interview with Applicant's representative, R. Anthony Diehl.

3. On November 6, 2001, a response to the outstanding office action was properly filed along with a petition for a 1 month extension of time under 37 C.F.R. § 1.136(a) and the proper fees by facsimile. (Copy Enclosed.)
4. Said office action response was filed along with a Certificate of Facsimile Transmission under 37 C.F.R. § 1.8(a) dated November 6, 2001 and signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
5. Said office action response was also filed along with a Transmittal Sheet dated November 6, 2001, signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
6. Enclosed is a redacted copy of the Facsimile Activity Report indicating that said office action response was properly facsimiled to telephone number 703-872-9314 as per instruction of said Office Action on November 6, 2001. (Copy Enclosed.) Said Facsimile Activity Report indicates that 20 pages were sent at 16:54 (Eastern

Standard Time) and took 5'32 to complete. Said Facsimile Activity Report further indicates that the transmission of said office action response was completed.

7. Along with the filing of said office action response, Applicant's representatives entered into its docket reporting system docketing April 6, 2001 as the date of response to said office action. A copy of this docket sheet is enclosed.

Accordingly, applicant respectfully requests that the commissioner withdraw the Holding of Abandonment.

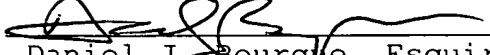
Applicant believes that no fee is involved with this request, however, if the Office deems that a fee is required, please charge such to Deposit Account No. 02-3285.

The examiner is invited to telephone the undersigned, applicant's attorney of record, to facilitate advancement of the present application.

Respectfully submitted,

Gene W. Lee

In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
Page 4

By 
Daniel J. Bourque, Esquire
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Date: 10-2-08

OTF 2-3-16
OCT-07 2002
PATENT & TRADEMARK OFFICE

*** ACTIVITY REPORT ***

ST. TIME	CONNECTION TEL/ID	SENDER'S NAME	NO.	MODE	PGS.	RESULT
*11/01 17:30			7343	AUTO RX ECM	1	OK 00'53
*11/01 18:05			7344	AUTO RX ECM	8	OK 00'52
*11/02 00:10			7345	AUTO RX ECM	1	OK 00'23
*11/02 05:15			7346	AUTO RX ECM	1	OK 00'54
*11/02 11:43			7347	AUTO RX ECM	1	OK 00'47
*11/02 12:38			4778	TX G3	2	OK 01'21
*11/02 14:39			7348	AUTO RX ECM	1	OK 00'18
*11/02 15:41			4779	TX ECM	1	OK 00'43
*11/02 16:48			4780	TX ECM	3	OK 00'25
*11/04 22:25			7349	AUTO RX G3	1	OK 00'47
*11/05 10:32			4781	TX ECM	1	OK 00'35
*11/05 13:54			7350	AUTO RX ECM	8	OK 04'00
*11/05 14:12		RECEIVED OCT 18 2002 Technology Center 2600	4782	TX	0	NG 00'00 #018.
*11/05 14:13			4783	TX ECM	3	OK 00'29
*11/05 14:23			7351	AUTO RX ECM	1	OK 00'42
*11/05 14:54			4784	TX G3	3	OK 01'08
*11/05 15:03			4785	TX ECM	2	OK 00'26
*11/05 15:23			7352	AUTO RX ECM	10	OK 04'57
*11/05 15:53			7353	AUTO RX ECM	1	OK 00'39
*11/05 17:59			7354	AUTO RX G3	1	OK 00'45
*11/05 18:30			7355	AUTO RX ECM	7	OK 02'52
*11/06 09:33			4786	TX ECM	11	OK 01'29
*11/06 09:51			4787	TX ECM	2	OK 00'40
*11/06 10:59			7356	AUTO RX ECM	1	OK 00'41
*11/06 11:26			4788	TX ECM	4	OK 01'36
*11/06 11:57			7357	AUTO RX ECM	1	OK 00'37
*11/06 12:24			4789	TX ECM	3	OK 01'00
*11/06 12:27			7358	AUTO RX ECM	1	OK 00'52
*11/06 12:36			4790	TX ECM	2	OK 00'18
*11/06 12:37			4791	TX ECM	2	OK 00'18
*11/06 14:40			4792	TX ECM	2	OK 00'45
*11/06 15:26			4793	TX	0	NG 00'05 STOP
*11/06 15:27			4794	TX ECM	2	OK 01'08
*11/06 15:29			7359	AUTO RX G3	2	OK 00'52
*11/06 15:31			7360	AUTO RX G3	2	OK 00'51
*11/06 15:33			4795	TX ECM	47	OK 10'32
11/06 15:59			7361	AUTO RX G3	1	OK 00'43
11/06 16:35			7362	AUTO RX ECM	2	OK 00'48
11/06 16:50			4796	TX ECM	2	OK 00'38
11/06 16:54	17038729314		4797	TX ECM	20	OK 05'32

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09/05/02
10:40a



Law Offices of Daniel J. Bour

Page 1

*Short Format Calendar
Schedule for Call Handling
Case #: DAVOX-159XX
No Events with What = 'PHONE'

Day	When	Time	What	Who	Note	Status
Wed	12/02/98		PAT-FILE			Done
Tue	11/06/01		OA-RESP			Done
Wed	02/06/02		STATUSCK		Status check	Not done
Thu	09/12/02		DEADLINE		file pet to withdraw holding	Not done

Number of Events: 4

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